



ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

29 May 21, 2013

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

Los Angeles County
Board of Supervisors

May 21, 2013

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First District

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Fourth District

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Fifth District

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**AUTHORIZE THE ACQUISITION OF A REPLACEMENT NURSE CALL
SYSTEM FOR RANCHO LOS AMIGOS NATIONAL REHABILITATION
CENTER
(SUPERVISORIAL DISTRICT 4)
(3 VOTES)**

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SUBJECT

Authorize the Internal Services Department, as the County's Purchasing Agent, to acquire a replacement Nurse Call System for the Rancho Los Amigos National Rehabilitation Center.

IT IS RECOMMENDED THAT THE BOARD:

Authorize the Internal Services Department (ISD), as the County's Purchasing Agent, to proceed with the acquisition of a replacement Nurse Call System for the Rancho Los Amigos National Rehabilitation Center (RLANRC), with an estimated replacement cost of \$976,263 because it exceeds the \$250,000 capital asset threshold established by the Board.

*To ensure access to high-quality,
patient-centered, cost-effective health
care to Los Angeles County residents
through direct services at DHS facilities
and through collaboration with
community and university partners.*

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PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

In approving the recommended action, the Board is authorizing the purchase and installation of a replacement of the Nurse Call System (NCS or System) for RLANRC. The purchase of a new NCS is necessary because the current system has reached end-of-life and can no longer be supported by the vendor, Responder Systems Corporation. This means that if the system breaks down, communication between patients and healthcare providers will be severely impaired and impact patient care and safety. The NCS is the primary communication in emergencies, including life threatening events where assistance is needed on extremely short notice.

RLANRC's current NCS (composed of two modules) supports 189 patient beds and is substantially out of date and has become substandard in technology. The module in the Jacqueline Perry Institute (JPI) building is over 35 years old and had been taken out of another area of the hospital to be put into the JPI when the building opened, and the module in the medical-surgical buildings (Buildings 100 and 900) was updated 15 years ago. However, the vendor responsible for maintaining the NCS, Responder Systems Corporation, no longer provide upgrades, as the entire NCS is considered obsolete.

In addition, the current NCS does not allow patient to nurse communication nor nurse to nurse communication, and has therefore created communication inefficiencies. Consequently, the current system is utilized for broadcast paging throughout patient care areas creating excessive ambient noise levels day and night and is very disruptive to patients. Last year a primary complaint of patients that was reflected in HCAPS Patient Experience survey was increased noise.

The implementation of a new NCS will not only help improve patient satisfaction, but it should also improve patient safety and care. The system prioritizes patient requests, such as dispensing medication, assisting with daily care, emergency situations, and notifies the primary nurse of the requests. These features will allow nursing personnel to efficiently prioritize and meet their patients' needs. This is in contrast to the current system, which simply directs all patient calls to a nursing station and does not differentiate the priorities of patient calls.

Implementation of Strategic Plan Goals

The recommended action will support Goal 1, Operational Effectiveness, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The estimated acquisition cost of the equipment identified in Attachment A is \$976,263, and will be funded through RLANRC's current Operating Budget for Fiscal Year 2012-2013.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On October 16, 2001, the Board adopted a policy whereby departments must obtain Board approval to purchase or finance equipment with a unit or system cost of \$250,000 or greater prior to submitting the requisitions to the Purchasing Agent. This request exceeds \$250,000, the established threshold for purchases, and requires the Board's approval in order to move forward with the

acquisition process.

CONTRACTING PROCESS

The acquisition of this equipment is under the statutory authority of the County Purchasing Agent and will be accomplished in accordance with County Purchasing Policies and Procedures established by ISD.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Implementation of the new NCS would mean substantial improvements in the delivery of patient care throughout the hospital, including four rehabilitation units, eight acute care units, including medical-surgical services and intensive care services, and inpatient and outpatient therapies areas.

Respectfully submitted,

A handwritten signature in black ink that reads "Mitchell Katz". The signature is written in a cursive, flowing style.

Mitchell H. Katz, M.D.

Director

MHK:pm

Enclosures

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Internal Services Department

ATTACHMENT A

Budget Category	Proposed Budget
Services & Supplies Budget	
Equipment , Labor & Software	
JPI Building	\$573,465
900 Building	\$170,845
100 Building	\$204,953
Network Server	\$15,000
Wireless System	\$12,000
TOTAL	\$976,263